

OFFICE OF THE INSPECTOR GENERAL

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SNAPSHOT INSPECTION

CATAWBA HOSPITAL

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INSPECTOR GENERAL

OIG REPORT # 45-01

EXECUTIVE SUMMARY

A Snapshot Inspection was conducted at Catawba Hospital in Catawba, Virginia during June 2001. The purpose of a snapshot inspection is to conduct a brief unannounced review of a facility with a primary focus on three areas regarding the quality of care provided. During this type of inspection, the team determines (based on observations, interviews and the review of supporting documentation) the following: the general conditions of the facility, including cleanliness and comfort; whether there are adequate numbers of staff and how the patients are engaged, including the availability of activities designed to assist in their recovery.

Overall, the facility was noted to be clean and comfortable with efforts to make the environment appear less institutional observed. On-going refurbishing and painting of several units had occurred.

The Administration of this facility places value on understanding national trends regarding state of the art treatment modalities and has sponsored several trainings by nationally recognized experts. This provides for a greater base of information from which to develop and implement programs designed to meet the needs of the individuals served by this setting.

Efforts to enhance the active treatment program(s) were identified. Evening and weekend activities have been increased. Given the time of year that this inspection occurred, projects such as the horticulture program and other patient endeavors supported by the staff were specifically noted.

While improvements in the treatment planning process were noted, the debriefing of patients following significant events which resulted in the use of seclusion and/or restraint were not evident in the record reviews conducted during this inspection.

Overall the facility continues to strive towards providing active treatment that is designed to meet the individualized needs of the patients in an environment that is clean and comfortable. The facility's emphasis on safety and the treatment of patients with dignity and respect was noted through observations and staff interviews. Staffing patterns were adequate.

Facility: Catawba Hospital

Catawba, Virginia

Date: June 25, 2001

Type of Inspection: Unannounced Snapshot Inspection

Reviewers: Cathy Hill, M.Ed.

Laura Stewart, LCSW

Heather Glissman, BA

Purpose of the Inspection: To conduct a brief inspection of the general environmental conditions, staffing patterns and activities of the patients.

Sources of Information: Interviews were conducted with both administrative and clinical staff. Patients were also interviewed. Documentation reviews, included but was not limited to; patient(s) medical records, staff schedule sheets, program descriptions and activity/program schedules. Activities and staff/patient interactions were observed during a tour of the facility.

GENERAL ENVIRONMENTAL ISSUES

Finding 1.1: The facility was clean, comfortable and well maintained. The grounds are well maintained providing a “park like” setting.

Background: A tour was conducted on all of the units and the treatment mall during this inspection. It was noted that the facility continues in its efforts to make this institutional setting as comfortable and “homey” for the patients, as possible. Patients were observed to be dressed appropriately for the season. Artwork was noted throughout the building(s) and several areas had been recently painted and refurbished. It was also noted that efforts were made to enhance the appearance of the Adult Admissions Unit.

Landscaping projects were observed. Efforts to make this setting attractive were noted.

Recommendation: Continue efforts at creating a more “home-like” setting for each of the units.

STAFFING ISSUES

Finding 2.1: Staffing patterns for nursing services were adequate.

Background: Staffing patterns during this inspection were as follows:

The short term/admission unit had 25 patients to 3 registered nurses (RNs), 2 licensed practical nurses (LPNs) and 4 aides. The long term/rehabilitation unit had a census of 27 patients to 2 RNs, 1 LPN and 5 aides. The geriatric admissions unit had 26 patients to 2 RNs, 1 LPN and 3 aides. The long term geriatric unit had 25 patients to 2 RNs, 2 LPNs and 5 aides.

Six staff interviewed indicated that there was initial skepticism regarding the introduction of monitors on the halls but they have found that hall monitoring has increased opportunities for observing the interactions between patients, for intervening as appropriate, offering assistance and redirection of inappropriate behavior, as needed, as well as providing an additional element of safety.

Recommendation: Continue with staffing patterns that addresses both Departmental expectations as well as safety issues.

Finding 2.2: Staff clearly supported the work of the advocate in addressing proactive issues related to abuse and neglect.

Background: Seven staff participated in a structured interview conducted by a team member. The outcome of this survey demonstrated that staff feel supported by the administration and the advocate in addressing issues relevant to abuse and neglect. Persons interviewed were able to articulate the mission of the facility and verbalize that this could only be adequately accomplished in an environment where both the staff and patients felt safe. Staff felt that they were adequately trained regarding safety concerns and human rights. The majority was able to identify the procedures outlined by policy for reporting suspected abuse or neglect.

Recommendation: Continue to explore ways of supporting the staff through additional initiatives and on-going training efforts.

Finding 2.3: Catawba recently conducted a survey of staff in order to determine methods for addressing overtime.

Background: During the tour of the facility and discussions with administrative staff, it was noted that the facility had addressed overtime concerns by conducting a survey among Human Service Care Workers to gain feedback. As a result of this survey, a system was implemented that provided staff opportunity to “self-schedule” within available shifts where mandatory overtime would be required. Twelve staff who were asked about overtime issues indicated that recent administrative efforts to address this and other staffing concerns have fostered a greater sense of being supported among the staff.

Recommendation: Continue to actively involve staff when addressing issues relevant to the work setting.

ACTIVITY OF PATIENTS

Finding 3.1: Catawba continues to revise and expand the psychosocial program in order to address the needs of patients.

Background: During the tour, a member of the team observed several active treatment groups as well as the activity of a number of patients on the two units with less active treatment participation. The active treatment program has a systematic flow and appears to integrate individual consumers into skill building activity groups that are related to their specific treatment needs. Active treatment goals are identified in the patient’s

treatment plans. Observations of three group activities demonstrated that all patients were engaged in a discussion that focused on identifying several targeted active treatment goals.

Recommendation: None.

Finding 3.2: Record reviews revealed that debriefing of patients following incidents of seclusion and/or restraints are not consistently completed.

Background: Records of patients that had been involved in incidents of seclusion and/or restraint did not provide any documentation that a debriefing of the patients occurred following the event. As this issue is identified and addressed in the Department Instruction regarding the Use of Seclusion and Restraint, the facility is currently out of compliance with these elements.

Recommendation: Perform and document post seclusion and restraint debriefing.

Finding 3.3: The facility has a well-established and progressive horticultural program.

Background: The tour included the horticultural program offered at the facility, which provides elements of both active treatment and recreational endeavors for the patients. Several items had been targeted for entry in the local fair and many of the landscaping improvements were a result of this program. Staff and patients, alike, described this particularly program with enthusiasm noting its benefits not only to the patients at all different levels of aptitude, but the facility in general.

Recommendation: Continue to develop program(s) that provide multiple benefits within this setting.

Finding 3.4: Staff and patients work together to create opportunities for outside activities for the patients.

Background: Five administrative staff independently discussed the recent carwash at the facility, which was designed to provide a structured activity for the patients that would also create some additional funds to be used for group activities. Because of the remote setting, the success of this activity was due in large part to the cooperation of the staff in assisting both with labor and vehicles for this event; many on their day off. This spirit of cooperation is an example of how the staff provides meaningful support to the patients in their recovery process, often outside the parameters of the normal performance expectations.

Recommendation: None.